

# Utilizing Family Advisors for Positive Change in Healthcare

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# Session Objectives

- Understand the importance of a consistent, formal training program
- Identify resources and steps required to develop and conduct such a program
- Plan and develop a training program for healthcare patient and family advisors



# Our (Brief) Story

- Need for family advisors increased
- Need for systematic process to control “referrals”
- Need for consistent presentation of information
- Need for families to feel prepared to serve effectively
- Need to ensure success of family advisor integration into unit-based joint practice teams and other hospital groups



# SLCH Family Advisor Program Goals

- Ensure consistency of training for all family advisors
- Provide “hands-on” practice for family advisors in a “safe environment” before actual placement
- Provide family advisors with “tools” to effectively participate in groups
- Provide hospital groups with invaluable insight from the family and patient perspective regularly



# SLCH Family Advisor Program Plan

- Develop criteria for referring potential family advisors
- Develop an intake process after referral
- Develop a training program for family advisors, with potential for advanced training and placement opportunities



# SLCH Family Advisor Program Resources

- Existing Family Advisory Council members
- Support of hospital president, CMO, and division vice president
- SLCH Foundation 2 year grant
  - hired lead parent (part time)
  - food and printing supplies for training sessions
  - reimbursement or stipend for advisors
  - conference and educational opportunities for advisors and trainers



# SLCH Family Advisor Recruitment Force

- Unit managers, assistant managers
- Unit APN's and educators
- Physicians
- Social Workers/Chaplains
- Child Life specialists
- Hospital patient liaison
- Another family advisor



# SLCH Family Advisor Criteria

- 1-2 year post-active treatment or post-diagnosis—dept. dependent
- “Current” experience—within past 2-5 years
- Overall “positive” outlook—no major “axes to grind”
- Looking to improve/enhance services
- Good communication skills—can express thoughts effectively
- Able to work with diverse group—socioeconomic, religious, ethnic, etc.
- Able to commit to the advisor program (min. 1-2 years?)
- Able to commit to group to which assigned
- Referred by hospital staff member



# SLCH Family Advisor Referral Intake Form and Interview

- Social Worker or other committee member conducts initial phone interview
- Discusses advisor opportunities and requirements
- Schedules potential advisor for training session



# Family Advisor Training Sessions

- 3 hours—day and evening options
- Includes FCC overview, advisor opportunities and roles, storytelling tools, practice time, lunch or dinner
- 2-5 family participants; 3-6 staff



# SLCH Family Advisor Training Outline

- Introductions and Ground Rules
- What is FCC?—basics, at SLCH, nationally
- Family Advisor Opportunities at SLCH
- Importance of Storytelling in Healthcare
- How to Tell YOUR Story
- Storytelling Practice



# SLCH Family Advisor Training Follow-up

- Committee has post-training meeting
- Follow-up phone call within 1 week
- Advisor scheduled for Volunteer Orientation (2 hours)
- Committee contacts referring unit/staff member to determine placement
- Advisor encouraged to attend monthly FAC meetings



# SLCH Family Advisor Placement

- Advisor and team co-leaders or committee chairs meet
- Training committee member attends first few meetings along with family advisor
- Follow up phone calls after each meeting to “check in”



# SLCH Advanced Storytelling Training

- Additional 1-2 hours of training
- Specific topics and venues are practiced
- 1-on-1 and small groups (2-3max.)
- Usually in preparation for a requested family panel discussion



# SLCH Family Advisor Program Results

- 30+ family advisors trained; most on FAC
- 10+ advisors trained in advanced storytelling
- 6 advisors sit on UBJP teams
- 1 advisor on simulation center planning council
- 4 advisors served on family panel for hospital leadership forum



# What SLCH Advisors Say:

- More confidence in using stories to effectively influence change
- More confidence when discussing things that “didn’t work”
- New/heightened appreciation for hospital staff



# What SLCH Staff Say:

- Family stories/experiences have brought needed insight and have caused changes and enhancements to our care delivery
- Increased patient/family satisfaction in areas that utilize family advisors



# What SLCH Hospital Leadership Says:

- Hospital expectation is that families and patients will be involved
- Family and patient experiences help drive our process-improvement, patient satisfaction and patient safety initiatives



# SLCH Family Advisor Program Future Plans

- Develop family mentor program
- Develop family faculty program for staff, resident and nursing education
- Continue to deploy more trained advisors throughout hospital



# THANK YOU!

- QUESTIONS???
- Thoughts...

.....OR



# Contact Information

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